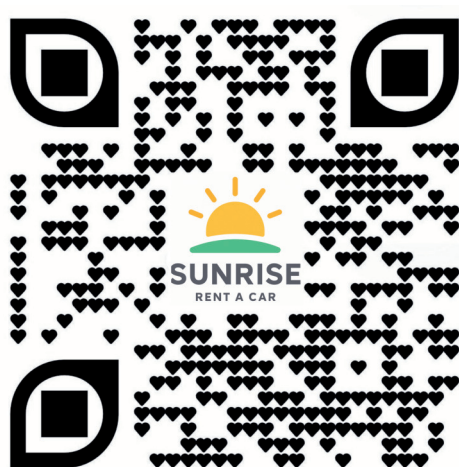


SUNRISE

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Rental Terms and Conditions



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Rental Terms and Conditions

This agreement defines the conditions for the rental and use of vehicles, including insurance, guarantees, responsibilities, and conduct rules. All terms follow the laws and regulations in force in Japan and apply to all customers regardless of nationality or country of origin.

1. Basic Insurance Included

- Liability to third parties:
 - Personal injury: unlimited coverage
 - Property damage: as per attached value table
- Personal injury in rented car: as per attached value table
- Damage to rented vehicle: covered up to market value, with deductible (detailed in CDW)

2. CDW (Collision Damage Waiver)

Optional insurance that reduces the deductible payable by the customer. Does not cover NOC nor the items listed in clause 6.

Available plans for standard vehicles: prices and deductibles are specified in the attached Value Table.

Premium vehicles (imported/high-value): CDW not available. The customer is responsible for full repair costs within contractual limits.

3. NOC (Non-Operation Charge)

Fee charged whenever the vehicle becomes unavailable due to accident/damage. Values are specified in the attached Value Table.



4. Payment Guarantee

- Credit card: used as guarantee for additional costs (damages, NOC, fines, accessories). The rental company may debit amounts after return as per this contract.
- Cash payment: requires a security deposit, refundable if no damages/fines.
- If the customer does not accept the guarantee conditions, rental is not possible.

5. Cases where insurance/CDW is not valid

- Driving under the influence of alcohol, drugs, or without valid license
- Driver not registered in the contract
- Racing, drifting, misuse (off-road, beaches, rivers, towing)
- Ignoring dashboard warnings (oil, temperature, brakes) and continuing to drive
- Wrong refueling (e.g., gasoline in a diesel car or diesel in a gasoline car)
- Failure to immediately report to the police (110) and the rental company
- Lack of official accident report (交通事故証明書)

6. Items not covered by CDW

- Tires (punctures, blowouts, irregular wear)
- Windows/glass (cracks, chips, stone damage)
- Lost/damaged keys
- Interior (excessive dirt, smoke odor, vomit, sweat, food, urine, feces, tears)
- Small accessories (antennas, mirrors, wipers, seats)
- Wrong refueling



7. Pre-existing damage

- Worsening: if the customer worsens pre-existing damage, they pay the final repair cost
- Minor damage in already compromised area: not charged if it does not increase repair cost
- All damages are recorded with photos at pickup and checked with the customer

8. Photo/video record

- The rental company photographs and films all vehicles at pickup/return
- Customers are recommended to also take their own photos
- If the customer does not, the company's photos/videos are considered official

9. Costs always borne by the customer

- Traffic fines and legal penalties
- NOC (unless covered by extra package)
- Costs listed in clause 6

10. Vehicle documents

- Must remain in glove compartment at all times
- Forbidden to remove, even temporarily
- Loss/damage → fine + reissue cost



11. Official company accessories

- Includes protective key covers, official QR-code keychains, steering wheel covers, and recording cameras
- Forbidden to modify, remove, or replace
- Loss/removal → fine + replacement cost

12. Unauthorized object fixation

- Forbidden to attach holders, stickers, suction cups to any part of the vehicle
- If damage occurs → fine + full repair cost

13. Stickers and adhesives

- Forbidden to stick on steering wheel, dashboard, windows, doors, or exterior
- If found → cleaning fee
- If damage → full repair cost

14. Internal rental company documents

- Includes manuals, guides, and summary terms
- Forbidden to remove
- Loss → fine + replacement cost

15. Vehicle carpets

- Integral part of the vehicle
- Loss or non-return → replacement cost + fine



16. Non-smoking and odor policy

- Vehicle is delivered clean and non-smoking
- Smoking inside the car is strictly forbidden
- The vehicle must be returned without strong odors (cigarettes, vomit, sweat, food, urine, feces, etc.)
- If returned with odor → cleaning fee or full deodorization/replacement cost
- Customer responsible even if caused by child, companion, or animal

17. Garbage and personal belongings

- Garbage is the customer's responsibility (bottles, food, bags, suitcases, etc.)
- The office has no obligation to receive it
- If left → fee from ¥1,000 (large objects = additional disposal costs)

18. Customer behavior

- Forbidden to enter restricted areas
- Forbidden to leave garbage in bathrooms or office
- The company may refuse future rentals in case of misconduct

19. Damage and conduct in office facilities

- Customer and companions are responsible for intentional or negligent damages
- Includes curtains, blinds, furniture, equipment, water filters, sofas
- Contamination acts → full compensation + possible report to authorities



20. Proper use of facilities

- Forbidden to change diapers on sofas, tables, or chairs
- Proper place: designated bathrooms
- Non-compliance → cleaning fee or replacement of furniture

21. Exclusion of insurance coverage for internal damages

- Insurance covers only traffic accidents
- Damages to rental company facilities → full responsibility of the customer

22. Customer transportation (sougei)

- Done in fleet vehicles (not dedicated buses)
- Smoking while waiting is forbidden
- Customer with strong odor (cigarette, sweat, food, vomit, urine, feces, etc.) cannot use free transfer service
- Rental company staff evaluation prevails over customer perception
- In such cases → customer must arrange own transport (taxi, bus)
- If contamination occurs → deodorization fee + additional costs

23. Driver's license

- Customer must present valid license in Japan
- Foreigners: IDP under the 1949 Geneva Convention + valid passport, or Japanese license
- Without valid document → vehicle cannot be released, even with reservation
- Forgotten/invalid document → cancellation without refund



24. Amendments to terms

- The company may update these terms
- For confirmed reservations, changes only take effect after at least 2 weeks' notice
- If the customer disagrees, they may cancel without penalty up to 7 days before pickup

25. Definition of fines and fees

- Fines and fees are not defined by the customer
- Based on the company's official table of fines (annex) or Japanese workshop estimates
- Customer cannot impose their own values nor condition payment on repair proof
- Payment is due at the time of vehicle return

26. Battery and Road Service

- If the battery discharges due to customer negligence (e.g., leaving lights, radio, AC on), all costs of:
 - Road service call, and
 - Possible battery replacement, are fully borne by the customer.
- Not covered by CDW or insurance.

Final Notice

All items delivered with the vehicle are part of the contract. Loss, removal, misuse, odors, or incorrect disposal will result in fines and additional costs. The company reserves the right to refuse future rentals or transportation services in case of violation. Fines, insurance, and other variable values are specified in the annexed documents, which form an integral part of this contract.